

Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS

Desired Community Condition(s)

City assets are protected while responding fairly to inappropriate City actions.

Program Strategy: WORKERS COMPENSATION

33541

Manage and resolve claims and litigation filed against the City by its employees within the scope of the New Mexico Workers' Compensation and Occupational Illness and Disease Acts.

Department: FINANCE AND ADMINISTRATIVE SERVICES

Service Activities

Workers Compensation Claims

Strategy Purpose and Description

Manage and resolve claims and litigation filed against the City by its employees to compensate them for physical injuries arising out of and in the course of their employment with the City.

Changes and Key Initiatives

The service activity associated with this Program Strategy is designed to capture the cost identified with these claims for indemnity (wage loss); medical care; investigation; adjusting; legal defense; insurance; and, related administrative expenses

These costs are recovered from the various operating departments through an assessment plan based upon the respective experience and exposure associated with the departments' operations. The full amount of the first year of the five year deficit assessment will be collected.

Input Measure (\$000's)

2001	705	705 RISK MANAGEMENT FUND	3,067
2002	705	705 RISK MANAGEMENT FUND	3,067
2003	705	705 RISK MANAGEMENT FUND	5,347
2004	705	705 RISK MANAGEMENT FUND	5,651
2005	705	705 RISK MANAGEMENT FUND	9,247
2006	705	705 RISK MANAGEMENT FUND	9,492

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
To minimize program costs as a percentage of the City's operating budget	Program Strategy cost as % of City's total operating budget	2001			0.5%	
	This program's cost would be anticipated to grow in proportion to the City's total operating budget as the City expands its services and personnel due to increased exposure.	2002	.5%		.6%	

2003	.5%	.7%	.6%
------	-----	-----	-----

2004	.7%		.9%
------	-----	--	-----

2005	.7%		
------	-----	--	--

2006	.7%		
------	-----	--	--

Goal: **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

Parent Program Strategy: WORKERS COMPENSATION

Department: **FINANCE AND ADMINISTRATIVE SERVICES**

Service Activity: Workers Compensation Claims **3341000**

Service Activity Purpose and Description

To manage and resolve claims and litigation filed against the City by it's employees within the scope of statutory or other regulations promulgated by the State of NM or local legislature, judiciary or executive branches of government so that City employees are equitably compensated for injuries arising out of the course and scope of their employment. Claims that are not meritorious are vigorously defended or denied while claims resulting in litigation are minimized. The City's investment in and responsibility to employees are protected and fulfilled.

Changes and Key Initiatives

None

Input Measure (\$000's)

2002	705	705 RISK MANAGEMENT FUND	3,067
2003	705	705 RISK MANAGEMENT FUND	5,347
2004	705	705 RISK MANAGEMENT FUND	5,651
2005	705	705 RISK MANAGEMENT FUND	9,247
2006	705	705 RISK MANAGEMENT FUND	9,492

Strategic Accomplishments

FY/02 (projected): Present & secure approval of TRC/ISC for a new PC based risk management information system.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Benefits paid on claims closed w/o litigation	2001			\$1,140,795	
Benefits paid on claims closed w/o litigation	2002	\$1,670,000		\$1,463,232	
	2003	\$1,750,000	\$1,550,000	\$1,326,541	

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Claims Closed	2001			1,319	
	2002	1,275		1,116	
Claims Closed	2003	1,325	1,400	1,381	
	2004	1,325		1199	
	2005	1,325	550	1410	
	2006	1,200			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Claims closed w/o litigation	2001			1,286	
	2002	1,225		1,083	
Claims closed w/o litigation	2003	1,250	1,360	1,366	

Output Measures	Year	Projected	Mid-Year	Actual	Notes
New Claims Filed	2001			1,275	
	2002	1,400		1,277	
New Claims Filed	2003	1,400	1,350	1,402	
	2004	1,400		1288	
	2005	1,400	619	1424	
	2006	1,350			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of claims reserved greater than \$50,000	2004	65		129	
	2005	65	125	147	
	2006	135			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of claims reserved greater than \$50,000 reviewed with Risk Manager.	2004	65		129	
	2005	65	65	147	
	2006	135			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% claims closed without litigation	2001			97.5%	
% claims closed without litigation	2002	96.1%		97.0%	
	2003	94.3%	94.5%	98.9%	

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Average cost of claims closed without litigation	2001			\$887	
Average cost of claims closed without litigation	2002	\$1,363		\$1,351	
	2003	\$1,400	\$1,100	\$971	

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Percent of claims reserved greater than \$50,000 reviewed with Risk Manager	2004	95%		100%	
	2005	95%	100%	100%	
	2006	95%			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Ratio of claims closed to claims opened.	2004	1:1.6		1:1.07	
	2005	1:1.6	1:1.3	1:0.99	
	2006	1:1.6			